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OPERATOR SERVICES AND DIRECTORY ASSISTANCE (OS, DA)

Function:	Average Speed to Answer
Measurement Overview:	The speed of answer delivered to CLEC retail customers, when BST provides Operator Services or Directory Services on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers for equivalent local services.
Measurement Methodology:	1. **Average Speed to Answer (DA)** = (# of Calls Answered Within 12 Seconds) / (Total DA Calls) X 100 2. **Mean Time to Answer** 3. **Average Speed to Answer (OS)** = (# of Calls Answered Within 2 and 10 Seconds) / (Total OS Calls) X 100 4. **Mean Time to Answer** **Objective:** Measures the percent and mean time a call is answered by an OS or DA operator in a predefined timeframe **Methodology:** • Reported in the aggregate • Not Carrier Specific

Reporting Dimensions:	Excluded Situations:
• Operator Services in Aggregate • Directory Assistance in Aggregate • Processing Method (human versus machine processes)	• Call abandoned by customers prior to answer by the BST OS or DA operator
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Month • Call Type (OS or DA) • Mean Speed of Answer • Standard Error for Mean Speed of Answer	• Month • Call Type (OS or DA) • Mean Speed of Answer • Standard Error for Mean Speed of Answer

Average Speed to Answer

	Average Mean Time to Answer	% Calls Answered within 12 seconds	% Calls Answered within 10 seconds
Directory Assistance	X	X	
Operator Services	X		X

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E911

Function:	Timeliness and Accuracy
Business Implications:	• In the interest of public safety, it is BellSouth's goal to maintain 100% accuracy in the E911 database for both CLEC's customers and BST's retail customers and to have zero errors in processing orders for E911 database updates. • CLECs that purchase UNEs or provide local service as a facility-based provider are responsible for the accuracy of their data that is input in the E911 database. • As part of BSTs effort to maintain 100% accuracy of the E911 database, data verification parameters and requirements for all companies that submit E911 inputs will be reviewed and modified accordingly to ensure the highest integrity. • These measurements were developed to ensure parity between the processing and accuracy of E911 database orders for both the CLEC's customers and BST's retail customers.
Measurement Methodology:	**1. E911 Timeliness = $\sum$ (Number of Orders missed in Reporting Period) / (Number of Orders Confirmed in Reporting Period) X 100** **Ojective:** Measures the percentage of missed due dates of 911 database updates **Methodology:** Mechanized metric from ordering system **2. E911 Accuracy = $\sum$ |Total number of SOIRs with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers) | / (Total number of SOIR orders for E911 updates) X 100** **Objective:** Measures the percentage of accurate 911 database updates **Methodology:** Mechanized metric from ordering system

Reporting Dimensions:	Excluded Situations:
• CLECs in Aggregate • BST in Aggregate • See Appendix A, item 4	• Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of BST associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • Geographic Scope	• Report Month • Error Type • Average number of error • Standard Order Activity • Geographic Scope

E911 Timeliness and Accuracy

	CLEC	BST
% E911 Orders Missed	X	X
% E911 Accurate Orders	X	X

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Trunking (T)

Function:	Interconnection Trunking Performance
Measurement Overview:	In order to insure quality service to the CLECs as well as protecting the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	1. **CLEC Trunk Group Service Report** - Contains the service performance results of final trunk groups between the CLEC switch and a BST tandem or end office. 2. **BellSouth CTTG Blocking Report** - Contains the trunk blocking results of final trunk groups between the BST end office and BST access tandem. 3. **Local Network Trunk Group Service Report** - Contains the service performance results of final trunk groups in the BST local service tier of the network. 4. **BellSouth Local Network Blocking Report** - Contains the trunk blocking results of final trunk groups in the BST local service tier of the network. **Methodology:** The data are processed weekly through a mechanized system which calculates the percentage blocking during the time-consistant busy hour (TCBH). The TCBH is defined as the identical hour each day during which, over a number of days, the highest average traffic is measured.

Reporting Dimensions:	Excluded Situations:
• BST trunk groups • CLEC trunk groups	• N/A
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• N/A	• N/A

CLEC Trunk Group Service Report

CLEC TRUNK GROUP SERVICE REPORT MONTHLY SUMMARY											
BST ORDERED	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x
CLEC ORDERED	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x
TOTAL	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

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BellSouth CTTG Blocking Report

				STUDY	OBSVD			VAL	NBR	
TGSN	TANDEM	END OFFICE	DESCRPT	PERIOD	BLKG	HR	TKS	DAYS	RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BELLSOUTH CTTG BLOCKING REPORT - SUMMARY / GROUPS EXCEEDING MBT / PROCESS DATE

Local Network Trunk Group Service Report

LOCAL NETWORK TRUNK GROUP SERVICE REPORT
MONTHLY SUMMARY

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network Blocking Report

				STUDY	OBSVD			VAL	NBR	
A-END	Z-END	DESCRPT	TGSN	PERIOD	BLKG	HR	TKS	DAYS	RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BELLSOUTH LOCAL NETWORK BLOCKING REPORT - SUMMARY / GROUPS EXCEEDING MBT / PROCESS DATE

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APPENDIX A

ITEM #	DESCRIPTION
1. Carrier Specific - Reported on a per order basis	• Interconnection Trunks - average response time, percent less than 10 days. • UNE - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • UNE (Specials) - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • Resale Residential & Business - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • Resale (Specials) - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • UNE (Unbundled Loops w/ interim telephone number portability) - less than 5 and 5 or more, mechanized orders and non-mechanized orders.
2. Reported by Carrier on a per order basis	UNE: by groups of lines on single order. Separately tracked for dispatch and non-dispatch as follows: • Local Interconnection Trunks • Resale (Residence): by groups of lines on single order similar to UNE (POTS) • Resale (Business) - by groups of lines on single order similar to UNE (POTS) • Resale (Specials) - by groups of lines on single order similar to UNE (POTS) • UNE (Unbundled Loops w/ interim telephone number portability)
3. Carrier Specific - Reported on a per order basis	• UNE - Dispatched, Not Dispatched, and misses where the competing carrier or end user causes the missed appointment. • Resale Residence & Business Dispatched, Not Dispatched - All misses, denoting misses, where the competing carrier or end user caused the missed appointment. • Interconnection Trunks • Resale Specials
4. Geographic Scope	• State and Regional level unless otherwise specified